

Employment Opportunity in the Family Liaison Office

Data Management Specialist, GS-301-12, full time, two-year limited appointment, with potential to be extended up to a maximum of five years, Excepted Service, Schedule A. This appointment is not in the Competitive Service. The selected candidate will receive a two-year Non-Career term appointment with benefits (FERS, TSP, FEGLI and FEHB). **The application deadline for this position has been extended to Tuesday, February 10, 2015.**

Summary:

The position is located in the Family Liaison Office (FLO), Bureau of Human Resources, Department of State. The incumbent of this position reports to the Division Chief. He/she is responsible for the development and maintenance of FLO's databases, oversight of statistical collection and analysis, customized automation to improve processing of specific FLO projects, management of the worldwide Family Member Employment Reports, and oversight of FLO's internal SharePoint site and Access databases.

The Family Liaison Office was established in 1978 to improve the quality of life of Foreign Service employees and their family members. The FLO assists both employees and family members in the areas of family member employment, educational counseling, crisis support, unaccompanied tours, and expeditious naturalization. FLO provides support to evacuees from overseas missions, is the functional office for the worldwide Community Liaison Office program, and organizes Washington and overseas training conferences annually. FLO produces numerous publications and electronic media and FLO staff participate in numerous presentations in FSI courses, to other agency personnel, and to post communities overseas. You may research information about FLO on our web site:

www.state.gov/m/dghr/flo

The Family Liaison Office serves employees and family members not only from the Department of State, but also fields questions and makes referrals for many agencies with personnel abroad including the U.S. Agency for International Development, the Foreign Commercial Service, the Justice Department, and Peace Corps, among others.

Key Requirements:

- A. U.S. Citizenship.
- B. Ability to obtain and maintain a Top Secret security clearance.

Major Duties:

- A. Designs databases balancing customer requirements against technical limitations including review and modification, if necessary, of existing database software; designs and administers FLO databases.
- B. Reviews general business and functional requirements that support the need for systems and identifies and evaluates potential systems design approaches; identifies user data requirements

and specifications and the database applications, equipment, and facilities necessary to meet the needs of the users.

- C. Reviews existing database systems to identify current shortcomings in either the data itself or in the system for storage, retrieval, and manipulation of the data; reviews new database systems to determine their potential for satisfying user needs.
- D. Drafts an in-depth analytical report (the Family Member Employment Report—FAMER) of worldwide family member employment, identifying trends, forecasting population growth, quantifying changes in employment, evaluating effectiveness of employment initiatives and programs; in addition to administering and maintaining statistics and systems supporting the FAMER, coordinates, markets, and provides training on the FAMER, as required, for Community Liaison Office Coordinators and Management and HR Officers; serves as team lead for FLO's FAMER Administrator.
- E. Manages all aspects of FLO's internal SharePoint site to include design, configuration, content development, data linkages and maintenance; Develops strategies for the optimal use of SharePoint's collaborative features to the needs of FLO.
- F. Develops reports, graphs, charts, and presentations for use in briefings and training sessions by the Director, Division Chiefs, and other FLO staff.
- G. Serves as FLO's principal contact and liaison with IT and computer professionals; researches and recommends design and use of software for end-users.

Qualifications (ranking factors). The successful candidate must:

- A. Have a minimum of three years experience generally gained through first-hand experience living or working in a US Embassy or Consulate community abroad.
- B. Possess a BS in Computer Science or closely related field.
- C. Demonstrate hands-on experience and expert skill in SharePoint, MS-Access and MS-Excel; be proficient in all other MS-Office applications; have knowledge of Visual Basic, SQL, HTML, Javascript and XML; be familiar with Department of State cyber-security guidelines.
- D. Demonstrate experience working with relational databases, working with query languages, and developing applications that model and automate office work processes.
- E. Possess knowledge of statistical concepts and methods and have the ability to interpret complex data and produce written reports for non-technical readers.
- F. Be able to interact with others and demonstrate good teamwork skills.

Availability is a key factor.

How to Apply:

Interested individuals may submit one of the following: an Application for Employment as a Locally Employed Staff or Family Member (DS-174), or a federal resume (see important instructions for submitting a resume at the end of this announcement). **Note: there is no vacancy announcement number; please reference the position title: FLO Data Management Specialist (GS-12).**

In addition, each candidate must submit a supplemental statement that addresses each ranking factor and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications. Please include your name and the title and grade of the position for which you are applying. Applications that are incomplete or mailed in government postage-paid envelopes will not be considered.

SUMMARY OF REQUIRED APPLICATION ELEMENTS: In summary, you must include ALL of the following. If ANY item is missing or incomplete, your application cannot be considered:

- A. A DS-174, a Federal Resume, or any other format that contains ALL of the required elements listed in paragraph 12 of this announcement; NOTE: these forms or formats can be found on the internet;
- B. "Supplemental Statement" addressing EACH of the Qualifications and Ranking Factors IN DETAIL;
- C. For Federal Employees (including former employees and those on INWS); for those applicants without federal employment experience, performance appraisals are optional;
 - 1. Most recent Performance Appraisal Report or EER (even if several years old), or if one does not exist, a form DS-1812 or equivalent Form from another agency;
 - 2. Most recent SF-50 (even if several years old);
- D. Veterans must demonstrate proof of eligibility.

Send applications to Susan Clark-Pothier by fax at (843) 202-3807 or by email to **HRSEU@state.gov**. Please indicate in the email subject line "FLO Application-Data Management Specialist" to ensure applications are routed correctly. Applications may also be sent to Susan Clark-Pothier, HR/SS/SC, 1999 Dyess Avenue, Building E, Charleston, SC 29405. **The application must be received by 5:00 p.m. EST, Tuesday, February 10, 2015.** If there are any questions regarding this announcement, please contact Gabrielle Hampson, Division Chief, FLO, at (202) 647-1076 or **HampsonGA@state.gov**. Applicants may want to email, cable, or fax (202-647-1670) their intention to apply to Ms. Hampson.

Evaluation Method: Determination of basic eligibility and evaluation of the applicant's experience, education, and training will be based solely on a review of the Federal application or resume. It is imperative that the information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen.

Please note that because all Family Liaison Office positions are in the Excepted Service, neither past nor current Federal status nor executive order eligibility are required. However, if applicants have government employment status or eligibilities, it is helpful to document this in the application to assist in determining the level of skills and abilities of each candidate. Therefore:

- A. All current or former Federal employees and reinstatement eligible candidates must submit a current performance appraisal and a SF-50 showing proof of competitive status. (If a current performance appraisal does not exist, form DS 1812 (Applicant Appraisal) or equivalent form from another agency, signed by the current supervisor, is acceptable, or if the performance appraisal of record does not fully address the ranking factors, the DS 1812 may be submitted.)
- B. All non-competitive eligible candidates should submit proof of eligibility.
- C. All applicants claiming veterans' preference must provide proof of eligibility.
- D. All other applicants (non- status) must submit information identified above.
- E. All applicants must submit information that addresses the ranking factors (qualifications) in this announcement.

Privacy Act Information: The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

Information for those who wish to submit a resume: Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position.

Personal and Educational Information: 1. Full name, mailing address (with zip code) and day and evening phone numbers, including area code; 2. Social Security Number; 3. Country of citizenship (most federal jobs require U.S. citizenship); 4. Veterans' preference (proof of eligibility required); 5. Highest Federal civilian grade held, including series, beginning and ending dates; 6. Name, city and state of last high school attended and date of diploma or GED; 7. Name and state of colleges and universities attended; major fields of study, type and year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours).

Work Experience and Other Qualifications: Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including: 1. Job title (series and grade if Federal employment); 2. Duties and accomplishments; 3. Employer's name and address; 4. Supervisor's name and telephone number (indicate if we may contact your current supervisor); 5. Starting and ending dates of employment (month and year); 6. Hours worked per week; 7. Salary; 8. Any other qualifications, including: job-related training (title and date of course); skills (e.g.,

languages, typing speed, and computer software/hardware); current licenses; or honors, awards and special accomplishments (e.g., honor societies, publications). 9. Early availability may be a factor.

For additional guidance on the preparation and submission of an application for a U.S. government position, applicants may contact the Department of State Career Development Resources Center (CDRC). This service is available at no cost to employees and family members of U.S. government employees serving overseas under chief of mission authority. They can be contacted via telephone at 202-663-3042 or via email at **CDRC@state.gov**. The CDRC is located at SA- 1, Room L321, Columbia Plaza, 2401 E St., NW, Washington, DC 20520.